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# *Massachusetts State 911 Department Newsletter*



# MEMORIAL DAY

★★★ HONORING OUR FALLEN HEROES ★★★

## Updates from our Systems Division



### Spoofing Caller ID's

Please be aware that there are many ways to spoof (or fake) a caller ID number. Spoofing occurs when a caller deliberately falsifies the information transmitted to disguise his or her identity. Simply search “spoof caller id” and you will find many results. Many of you are already aware of these types of malicious services, but we want to make sure all PSAPs are aware of the fact that spoofing a caller ID and address is, unfortunately, very cheap and easy. U.S. Law and FCC rules prohibit most types of spoofing. These and other disruptive practices are occurring in the industry today.

Another friendly reminder about Moves, Adds, and Changes:

If there is any work being done at your PSAP, such as renovations to dispatch areas, or if there is a relocation to a different building, please let the State 911 Department know as soon as possible. Please contact Jeff Jeffers at 508-821-7213, or by email as [Jeff.Jeffers@state.ma.us](mailto:Jeff.Jeffers@state.ma.us).



As part of the State 911 Department's continued testing of the new Next Generation 9-1-1 system, in April, an independent security auditing firm was engaged to review the security of the Next Generation 9-1-1 system. This additional effort is a crucially important part of the testing program. The security of the Next Generation 9-1-1 system is a multi-pronged approach and the PSAPs need to be aware of the new policies and procedures from the call taker's standpoint. There will be more information on security during the Next Generation 9-1-1 training.

With the security phase of the testing completed, we are starting the final round of formal testing. After formal testing is completed, the State 911 Department will enter a phase of scenario-based testing that will also engage the operational systems to ensure the operational procedures are in place and at the ready when needed. We expect to complete this scenario based testing in July 2016.

If you have any questions regarding the Next Generation 9-1-1 project, please contact Tricia Pries at 508-821-7206, or by email at [tricia.pries@state.ma.us](mailto:tricia.pries@state.ma.us).



## Updates from our Training Division



### Reminder to PSAPs and Certified EMD Resources

All PSAPs and Certified EMD Resources (CEMDR) should be preparing to submit your Annual Certification of Compliance form if you haven't done so already. As such, below is a summary of the State 911 Department regulations establishing certification requirements for E9-1-1 Telecommunicators and governing EMD (560 CMR 5.00) which pertain to PSAPs and CEMDRs. Please take the time to review this summary. If you have questions, please contact Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us)

#### **Certification Requirements:**

- Apply to full-time and part-time E9-1-1 telecommunicators at primary PSAPs, regional PSAPs, regional secondary PSAPs (except if operated by a private safety department), secondary PSAPs (except if operated by a private safety department), RECC, and wireless state police PSAPs, effective 7/1/2011.
- New E9-1-1 telecommunicators: 2 day 911 equipment and basic telecommunicator training offered by the State 911 Department; 40 hours of State 911 Department-approved basic telecommunicator training, and 16 hours of State 911 Department-approved continuing education annually.
- Existing Certified E9-1-1 telecommunicators: 16 hours of State 911 Department-approved continuing education annually commencing 7/1/2012.

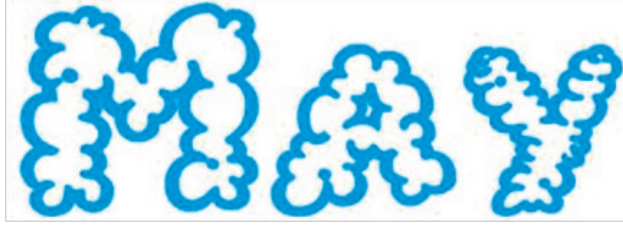
#### **Emergency Medical Dispatch Requirements:**

- By 7/1/2012, PSAPs/RECCs must provide EMD either through certified EMD dispatchers at the PSAP/RECC or through a certified EMD resource.
- The PSAP/RECC or certified EMD resource must use a single EMD Protocol Reference System (EMDPRS) on every request for medical assistance; have policies and procedures for use of EMDPRS, and establish a continuous quality assurance (QA) program.
- In order to act as a certified EMD dispatcher for a PSAP/RECC, must be certified E9-1-1 telecommunicator; obtain and maintain CPR certification; and obtain and maintain EMD certification.
- In order to act as a certified EMD resource for a PSAP/RECC, must submit request for approval to the State 911 Department that includes the EMDPRS that will be used and other documentation.

#### **Recordkeeping:**

- PSAPs/RECCs required to ensure that E9-1-1 telecommunicators are certified as required by regulations and to annually submit documentation of same.
- PSAPs/RECCs required to annually certify to the State 911 Department that they meet the EMD requirements of the regulations.
- Certified EMD resource required to annually certify to the State 911 Department that it meets the requirements of the regulations.

## Updates from our Fiscal Division



Vendor fees become eligible for reimbursement only after completion of the course. PSAPs should submit requests for reimbursement for vendor fees only after a course has been completed. Requests for reimbursement of vendor fees submitted prior to course completion will be returned. A PSAP may resubmit the request once the course is completed.



PSAPs are reminded that original signatures from an authorized signatory are needed on all reimbursement requests. Reimbursement request should be mailed via USPS. Requests should **not** be e-mailed.



Please note, if a PSAP elects to submit for personnel costs beginning on the contract start date and that contract start date is not the beginning of the pay period, the PSAP is required to submit time cards along with the payroll reports to document that the hours requested fall on or after the contract start date. Failure to submit time cards may result in a reduction of the request submitted.



PSAPs are reminded to review their FY 2016 approved grant awards to ensure all personnel for whom reimbursement will be requested are included on the grant, all goods and services for which the PSAP intends on submitting reimbursement are included on the grant, including quantities, and ensure that the approved budget is properly aligned with anticipated spending. Changes to grant awards **cannot** be made after June 30, 2016.



FY 2016 Reimbursement requests are being processed within **30 business days** of receipt of all needed documentation. PSAPs are reminded grant guidelines require submission of reimbursement requests within 30 days of incurring the costs. In addition, all FY 2016 reimbursement requests shall be filed by September 30, 2016.



The State 911 Department continues to work on the backlog of prior year reimbursement requests. Thank you for your patience as we work through this backlog.



The State 911 Department anticipates the release of the FY 2017 Training Grant and EMD/Regulatory Compliance Grant and the FY 2017 Support and Incentive Grant Guidelines in early June. The funding period for these grants will be July 1, 2016 – June 30, 2017.

The State 911 Department is pleased to welcome Ms. Tija Whitfield to the Fiscal Division. As a Fiscal Coordinator, Tija will provide support to the State 911 Department's grant programs as well as its day to day procurement needs.

# Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at [www.mass.gov/massedp](http://www.mass.gov/massedp) or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the "AP 6000" from Able Phone telephone. This particular phone is designed to assist people with vision and mobility issues.

## *THE ABLE PHONE AP6000*

The AP6000 adds more functionality for people with vision or motion impairment. Now you can dial numbers that are not in your phone book. There is no maximum number of digits that can be dialed. To use the AP6000 Dialer, just activate the telephone's speakerphone, pick up the handset or press the "talk" button on your cordless phone and "tell" the phone what name to dial without having to press a button.



### Features

- P6000 allows the ability to dial individual digits to call numbers not programmed in your phonebook.
- Easily connects between your phone and the phone line.
- Programming phone numbers is easy - simply follow the voice prompts.
- Program up to 60 names and phone numbers.
- Numbers not in memory can be manually dialed.